#1. Undergraduate Program Assessment Plan: Student Outcomes – Gen Ed

Department: ARC   **Date:11/11/16**   **Involved with plan development: Bethany Landrey, Angel Hoppe, Nancy Elwell**

General Education Committee has selected the following area for the 2016-2017 assessment cycle:
COMMUNICATION: to demonstrate effective communication skills for personal, academic and professional purposes.

General Education Committee: Background: What factors caused the committee to choose this particular assessment outcome? If this outcome was selected because of a perceived problem, please explain.

The committee selected this outcome based upon two criteria: 1) effective communication skills in a broad range of forms (including but not limited to written, oral, visual and technological media) is a key goal of our general education curriculum; 2) Difficulties specifically with written communication has become a concern of faculty across disciplines.

Department: *What student outcome will the department assess that addresses: "The student will be able to demonstrate effective communication skills for personal, academic and professional purposes?*

The student outcome that will be assessed is students notifying ARC if they are going to miss a scheduled appointment.

Department: *What specific question(s) are you attempting to answer through assessing this student outcome? What are you trying to find out? There may be more than one question, but no more than three.*

When students meet with ARC personnel for the first time in January 2017 they will receive a message 1) verbally and 2) in writing stressing the importance of contacting ARC if they are going to miss a scheduled appointment. The assessment question is: "Does the implementation of a focused verbal and written message concerning the importance of meeting cancellation notification increase the % of students who notify ARC that an appointment is going to be missed?"

Methodology:
1. *OBJECT* - What data (i.e. artifact, exam score, detailed description of assignment) will be collected?* Data from student files: Spring 16, Fall 16, Spring 17: # of students, # of appointments, # of no-show appointments without notification
    a. *How does this data address the assessment question?* Will allow for comparison of % of no-show/no notificaiton appointments prior to and after implementaion of focused message.
        i. *Include/attach a description/example of assessment tool to be used*.
2. *How will data be collected?* Data will be recorded in student files and entered into excel spread sheet.

Analysis of Artifacts: PERFORMANCE CRITERIA* -
Discuss :

1) How the artifacts will be analyzed (attach rubrics/scoring tools if used): The % of no-show/no notification appointments will be compared between Spring 16 - Fall 16 - Spring 17.

2) How you will know if it is good (i.e. score required by % of students): The implementaion of the focused message will be deteremined to be effective if the % of no-show/no notificaiton appointments decreases.

Submitted by: Angel Hoppe & Bethany Landrey   **Date: 11/11/16**   **Reviewed by the Assessment Committee (Date): 11/11/16**
Department Chair notified approved or additional action needed: Approved - 11/11/16